

# The page cannot be displayed

**Explanation:** The Web server refused the connection, possibly because a service on the upstream server is inactive.

---

## Try the following:

- **Refresh page:** Search for the page again by clicking the Refresh button. The timeout may have occurred due to Internet congestion.
  - **Check spelling:** Check that you typed the Web page address correctly. The address may have been mistyped.
  - **Access from a link:** If there is a link to the page you are looking for, try accessing the page from that link.
  - **Contact website:** You may want to contact the website administrator to make sure the Web page still exists. You can do this by using the e-mail address or phone number listed on the website home page.
- 

## Technical Information (for support personnel)

- Error Code 10061: Connection refused
- Background: When the gateway or proxy server contacted the upstream (Web) server, the connection was refused. This usually results from trying to connect to a service that is inactive on the upstream server.